MOTO**RAZR**™ VE20

Quick Start Guide

congratulations!

Congratulations on your new MOTO**RAZR™** VE20 CDMA wireless phone! It's an affordable phone with a sleek, stylish design that's sure to get you noticed.

- **Rich Multimedia** — Take pictures and video in a snap with the 2 megapixel camera with 4x digital zoom. Listen to your favorite music with the digital music player, and watch your music come to life with stunning visual effects.
- **Features at Your Fingertips** — See all recent calls, activate the music player, or turn on Bluetooth® power, using external touch sensitive keys with vibrational response.

For more information: To learn even more about your phone and accessories, go to **www.motorola.com/support**.

Note: Before using the phone for the first time, review the *Important Safety and Legal Information* guide included in the box. Periodically review this information so you remember how to safely use your phone.

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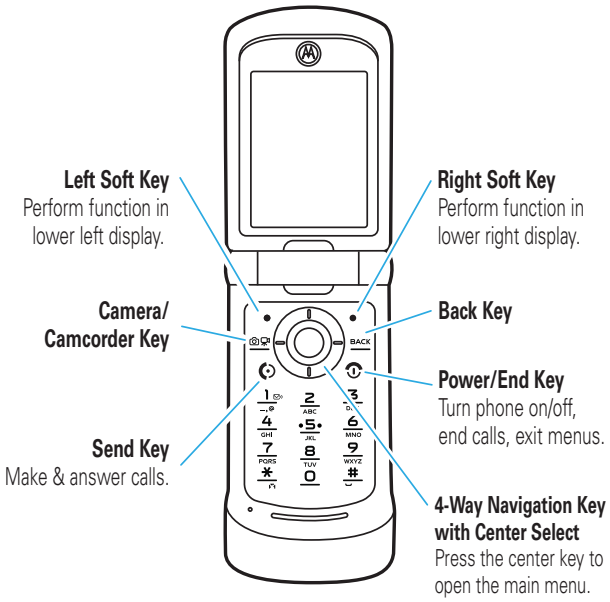
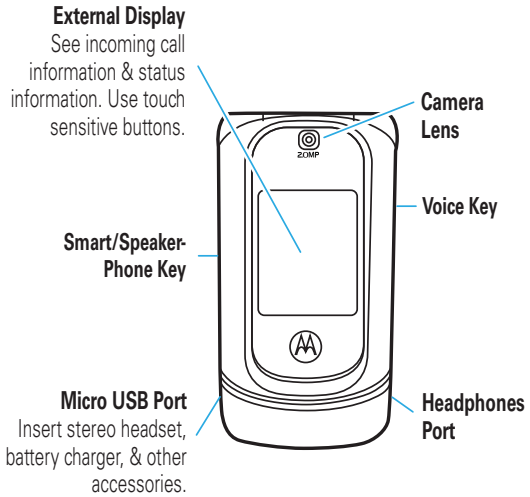
your phone

the important keys & connectors


Left Soft Key
Perform function in lower left display.
Right Soft Key
Perform function in lower right display.
Camera/ Camcorder Key
Back Key
Power/End Key
Turn phone on/off, end calls, exit menus.
Send Key
Make & answer calls.
4-Way Navigation Key with Center Select
Press the center key to open the main menu.

your phone


External Display
See incoming call information & status information. Use touch sensitive buttons.
Camera Lens
Voice Key
Smart/Speaker-Phone Key
Micro USB Port
Insert stereo headset, battery charger, & other accessories.
Headphones Port

main menu

- **Messaging**
  - Voicemail
  - Create Message
  - Inbox
  - Outbox
  - Drafts
- **BREW**
- **Web Browser**
  - Mobileshop
  - Settings
  - Help
- **Phonebook**
- **Recent Calls**
  - Received Calls
  - Missed Calls
  - Dialed Calls
  - All Calls
  - Timers
- **Multimedia**
  - Music & Sounds
  - Camera
  - Pictures
  - Camcorder
  - Videos
  - Storage Device
- **Music Player**
- **Ringtones**
- **Datebook**
- **Tools**
  - Voice Commands
  - Datebook
  - Alarm Clock
  - World Clock
  - Calculator
  - Notepad
- **Settings**
  - (see next page)
- **Phone Info**
  - My Number
  - SW/HW Version
  - Icon Glossary

This is the standard main menu layout. **Your phone's menu may be different.**

settings menu

- **Sounds**
  - Call Ringtone
  - Message Ringtone
  - Voicemail Ringtone
  - Ring & Vibrate
  - Alert Reminders
  - Service Alerts
  - Power On/Off
  - Voice Readout
  - Keypad Volume
  - Volume Sidekeys
- **Display**
  - Banner
  - Backlight
  - Brightness
  - Wallpaper
  - Skins
  - Dial Fonts
  - Clock Format
- **Phone**
  - Airplane Mode
  - Shortcuts
  - Language
  - Location
  - Security
  - Network Selection
  - Active Line
  - Text Learning
- **Call**
  - Answer Options
  - Auto Retry
  - TTY Setup
  - One Touch Dial
  - Int'l Dialing
  - DTMF Tones
  - Hearing Aid
- **USB**
  - Mass Storage
  - Modem/COM
- **Bluetooth**
  - Add New Device
- **Storage Device**
  - Save Options *
  - Phone Memory
  - Memory Card *
- **Phone Info**

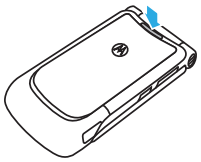
* available only when optional memory card installed

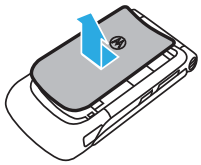
let's go

let's get you up & running

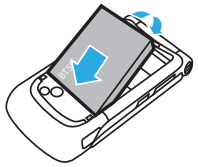
install the battery

1. Press the battery cover release button. While still pressing the button, slide the cover down slightly until it pops up, then lift it off the phone.



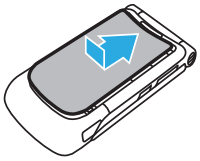


2. With the gold contacts facing down and toward the lower end of the battery, insert the battery, lower end first.



let's go

3. Fit the battery cover back onto the phone and slide it forward into place.

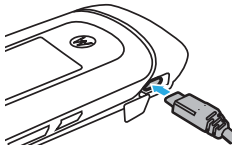


charge the battery

New batteries are not fully charged. Before you can use your phone, install and charge the battery. Some batteries perform best after several full charge/discharge cycles.

Using the charger:

1. Insert the charger into your phone's micro USB connector. Plug the other end of the charger into an electrical outlet.



2. When you see **Charge Complete**, unplug the charger.

let's go

When you charge the battery, the battery level indicator at the upper right of the screen shows charging progress. At least one segment of the indicator must be visible to ensure full phone functionality while charging.

Charging from your computer:

Note: Optional accessories required. You can charge the battery by connecting a cable from your phone's micro USB port to a high-power USB connector on a computer (not a low-power one, such as the USB connector on your keyboard or bus-powered USB hub). Typically, USB high-power connectors are located directly on your computer.

Both your phone and your computer must be turned on, and you must have correct software drivers installed on your computer. Cables and software drivers are available in Motorola Original™ data kits, sold separately.

Note: For battery use and battery safety information, see your *User's Guide*.

Notes for charging your phone's battery:

- When charging your battery, keep it near room temperature. Never expose batteries to temperatures below 0°C (32°F) or above 45°C (113°F) when charging.
- New batteries are not fully charged.
- New batteries or batteries stored for a long time may take more time to charge.
- Motorola batteries and charging systems have circuitry that protects the battery from damage from overcharging.

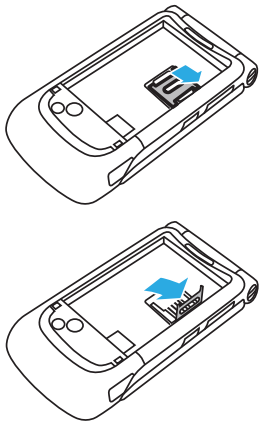
memory card

Note: **Optional accessory required.**

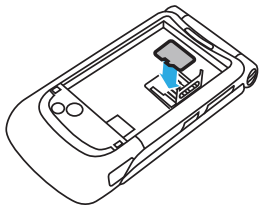
install & remove memory card

Caution: Don't remove your memory card while your phone is using it or writing files to it.

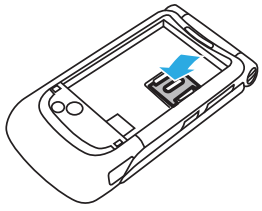
1. Remove the battery door from your phone (see page 8). If necessary, remove the battery.
2. Slide the memory card cover back to unlock it, then lift it to expose the opening for the memory card.

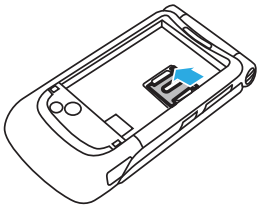


3. With the gold contacts down, place the memory card into the card opening.



4. Close the memory card cover, then slide it forward to lock it into place.





5. Replace the battery and battery door.

To remove the memory card, slide the cover back to unlock it, then lift the cover and remove the card.

format memory card

Caution: Formatting the memory card erases any data stored on the card.

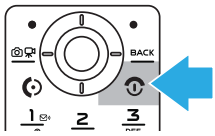
Find it: > Settings > Storage Device

1. Select **Memory Card** and press .
2. Select **Format Memory Card** and press .

here are some basics to get you started

turn it on & off

To turn on your phone, press and hold for a few seconds or until the display turns on. If prompted, enter your four-digit unlock code.

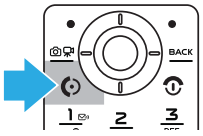


To turn off your phone, press and hold .

make & answer calls

To make a call, enter a phone number and press .

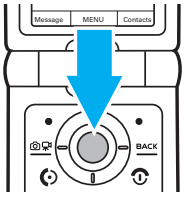
To answer a call, when your phone rings and/or vibrates, just open the flip or press .



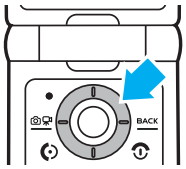
To hang up, close the flip or press .

getting around

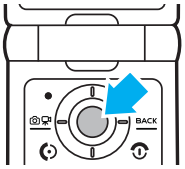
1. Press the *center key* to open the **Main Menu**.



2. Press the *navigation key* up, down, right, or left, to highlight a menu option.

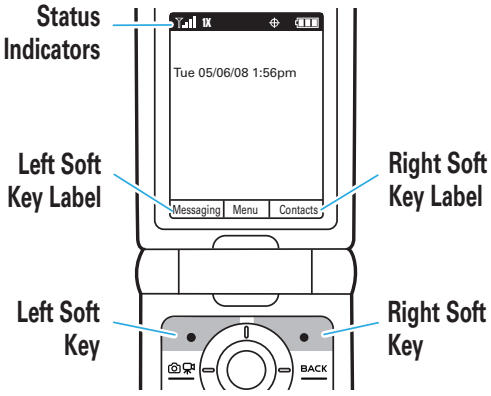


3. Press the *center key* to select the highlighted option.



some home screen basics

Your phone shows the *home screen* when you are not on a call or using the menu.



Note: Your home screen might look different from the one shown, depending on your service provider.

Soft key labels in the home screen show the current soft key functions. *Indicators* provide important status information. See your *User's Guide* for more information about status indicators.

home screen shortcuts

From the home screen, you can press the navigation key up, down, left, or right as shortcuts to your favorite features. You can **change** the shortcuts to suit your needs:

Find it: > Settings > Phone > Shortcuts

Select a direction, then choose the feature you want to open when you press the navigation key in that direction.

You can **show** or **hide** icons in the home screen that indicate the shortcuts for the navigation key.

Find it: > Settings > Phone > Shortcuts > Show Shortcuts

Note: You can press to select the features in the home screen even when the icons are hidden.

go ahead, add your personal touch...

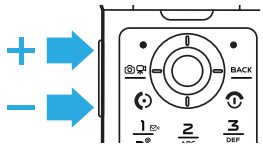
ringtones

To set ringtones for incoming calls and for other events (such as new messages):

First, set **Master Volume** to **High**, **Med High**, **Medium**, **Low Med**, **Low**, or **1 Beep**. Then select and assign ringtones.

set master volume

From the home screen, press the volume keys up or down to select a **Master Volume** setting:



High, **Med High**, **Medium**, **Low Med**, **Low**—Phone rings for incoming calls and other events, depending on the detail settings.

1 Beep—Phone beeps once to indicate an incoming call.

Vibrate Only—Phone vibrates to indicate an incoming call.

Alarm Only—Phone plays an audible alarm to alert you to events. You can't change detail settings for events.

All sounds off—Phone does not alert you to incoming calls and events.

select ringtones

To assign ringtones **for calls**:

Find it: > **Settings** > **Sounds** > **Call Ringtone**

1. Press to acknowledge the message about **Shuffle Multiple**.
2. Select **Single Tone** to assign a single ringtone to incoming calls. Then scroll to the ringtone you want and press

   Select **Shuffle Multiple** to select downloaded ringtones to play randomly for incoming calls. Scroll to each downloaded ringtone you want and press . When you finish selecting ringtones, press **Done**.

   Note: **Phonebook** entries with assigned Ringer IDs will not be affected. The **Shuffle Multiple** option works only with downloaded ringtones and depletes your battery's charge more quickly than **Single Tone**.
3. Press to return to the home screen.

To assign ringtones for **incoming text, multimedia, or voicemail messages**:

Find it: > **Settings** > **Sounds**

1. Select **Message Ringtone** or **Voicemail Ringtone**.
2. Scroll to the ringtone you want and press .

   Note: Your phone plays each ringtone that you highlight.
3. Press to return to the home screen.

buy ringtones

Find it: > **Settings** > **Sounds**

1. Select **Call Ringtone**, then select **Single Tone**.

   or

   Select **Message Ringtone** or **Voicemail Ringtone**.
2. Select **Buy Ringtone**.

   Your phone connects to the Web site with ringtone collections. Follow the prompts on the screen to browse ringtone lists and to purchase and download a ringtone.

Note: Normal airtime and/or carrier usage charges apply.

wallpaper

Set a photo, picture, or animation as a wallpaper (background) image in your home screen.

Find it: > Settings > Display > Wallpaper

1. Select **Main Screen** (the screen you see when the flip is open) or **Front Screen** (the screen you see with the flip closed) and press .
2. Press to acknowledge the **Shuffle Multiple** message.
3. To assign a single picture as a wallpaper, select **Single** and press . Then scroll to the desired picture and press .

   To select downloaded or captured pictures to be shown randomly as wallpapers, select **Shuffle Multiple** and press . Scroll to each downloaded or captured picture you want and press . When you finish selecting pictures, press **Done**.
4. Press to return to the home screen.

skins

Set the overall look and feel of your phone's screen.

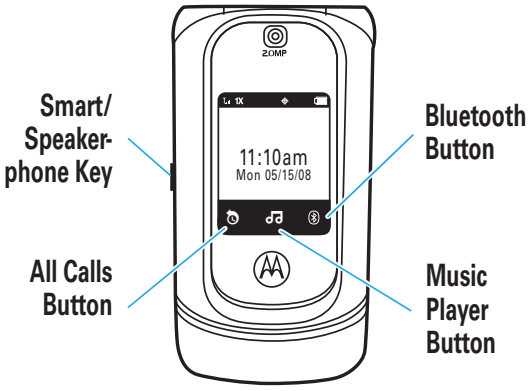
Find it: > Settings > Display > Skins

1. Scroll to the name of a skin and press .
2. Press to return to the main screen.

just a touch ...

using touch sensitive buttons

With your phone's flip closed, you can use touch sensitive buttons to view recent calls, play music, or turn on Bluetooth® power.



To activate the touch sensitive buttons, press the smart/speakerphone key.

Note: If the external display is not already lit, press the smart/speakerphone key once to turn it back on, and a second time to activate the touch sensitive buttons.

When you press a touch sensitive button or touch control, **you'll feel a vibration** that confirms your selection.

If the external display times out while you are using the touch sensitive buttons or touch controls, **press the smart/speakerphone key** to turn it back on.

Tip: Lock the touch sensitive buttons when not using them so you don't accidentally activate them when the flip is closed. **To lock** the touch sensitive buttons, **press and hold the smart/speakerphone key**. Press and hold the smart/speakerphone key again to unlock them.

touch recent calls

To see a list of all recent dialed, received, and missed calls, press the all calls button. The phone shows the **All Calls** list.

Note: If the phone doesn't respond when you press ▲ and ▼, press the smart/speakerphone key to toggle through calls.

Press ▲ and ▼ to scroll up and down through the list of calls. Press to call a highlighted number.

To exit the **All Calls** list and return to the idle external display, scroll to **Back** and press **[OK]**.

touch music player

To activate the music player or resume music playback after closing the flip, press the music player button. Use the music player touch controls that appear on the screen to control music playback (see page 35).

touch Bluetooth® power

To turn Bluetooth power on and off, press the Bluetooth button. For more information on Bluetooth wireless connections, see your *User's Guide*.

when music is what you need...

Note: You must have **an optional microSD memory card** installed in your phone to use the music player.

Play your music wherever and whenever you want on your phone's music player.

Just **load your favorite music onto your computer**. Then, **transfer the music from the computer to your phone**. You'll need:

- the Windows XP™ operating system
- Windows Media Player, version 11 or later

  To download Windows Media Player, go to **http://www.microsoft.com/windows** and select "Downloads."
- a USB data cable (sold separately)

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you are uncertain about your right to copy any material, please contact your legal advisor.

get music

You'll need to **rip music files from a music CD**:

1. Insert the music CD in your computer's CD drive.
2. Launch Windows Media Player 11.
3. Copy the music CD to the media player library (also called *ripping* the CD).

If your computer is connected to the Internet, the media player may retrieve information such as song titles, album name, artist name, and album artwork. This information will display in your phone's music player after you transfer the music to your phone.

transfer music

Note: Optional accessories required. Before you copy files to your phone, make sure the files are in a format that the phone recognizes. Your phone's music player can play the following types of audio files: AAC, AAC+, MP3, WAV, WMA, Real Audio G2/8/10.

1. Insert a memory card into your phone (see page 12).
2. Set your phone to **Mass Storage** mode by pressing > **Settings** > **USB** > **Mass Storage**.
3. Attach a Motorola Original™ USB cable to the micro USB port on your phone and to an available USB port on your computer. A Motorola Original USB cable and supporting software may be included with your phone. These tools are also sold separately.

4. On your computer, click on the "My Computer" icon. Your phone appears as a "Removable Disk" icon.
5. Double-click the "Removable Disk" icon.
6. In the "Removable Disk" window, **create the "my_music" folder** (if one does not already exist).

   Note: The music player checks for songs only in this folder.
7. **Drag and drop the music files** you want **onto the "my_music" folder**.
8. When you finish, right-click the "Safely Remove Hardware" icon in the system tray at the bottom of your computer screen, then select "USB Mass Storage Device." Disconnect the USB cable.

transfer music from a V9m or Z6m phone

Note: Optional accessories required. You can remove a microSD memory card from a MOTO**RAZR™** V9m or a MOTO**ROKR™** Z6m mobile phone and install it in your MOTO**RAZR™** VE20 phone. Before you can play any music files that are already stored on the memory card, you'll need to move them to a different folder on the card:

1. Remove the memory card from the MOTO**RAZR** V9m or MOTO**ROKR** Z6m (see the instructions for the phone).
2. Insert the memory card into your MOTO**RAZR** VE20 phone (see page 12), then turn on the phone.
3. Press > **Settings** > **USB**.
4. Scroll to **Mass Storage** and press .

5. Attach a USB cable (sold separately) to the micro USB port on your phone and to an available USB port on your computer.

   You may see a message that files on the memory card are not available.
6. On your computer, click on the "My Computer" icon to locate the "Removable Disk" icon for your memory card, then double-click the "Removable Disk" icon for your memory card.
7. Double-click the "music" folder.
8. Copy or move the music files from the "music" folder to the "my_music" folder.
9. When you finish, right-click the "Safely Remove Hardware" icon in the system tray at the bottom of your computer screen, then select "USB Mass Storage Device." Disconnect the USB cable.

You can now select and play the music files with your phone's music player (see the following sections).

play music—flip closed

1. Make sure the external control buttons are unlocked (see page 26).
2. Press the smart/speakerphone key to activate the external control buttons.

   Note: If the external display is not already lit, press the smart/speakerphone key once to turn it back on, and a second time to activate the external control buttons.
3. Press the play/pause button ▶II.

   Your phone displays the **Music Player** menu.

To make menu selections, press ▲ and ▼ to scroll up and down through menu options, and press **OK** to select a highlighted option.

To control music playback:

music buttons	
play/resume play	Press ▶.
pause	Press II.
fast forward	Press & **hold** ▶▶I (for at least two seconds).
next song	Press & **release** ▶▶I.
rewind	Press & **hold** I◀◀ (for at least two seconds).
previous song	Press & **release** I◀◀.

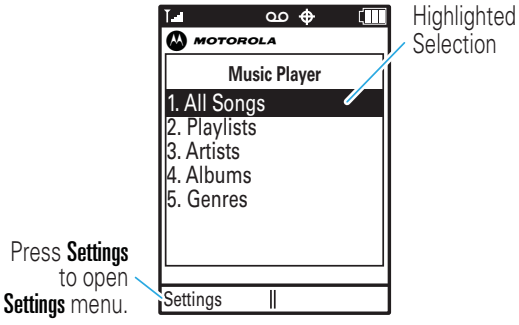
To turn off the music player while the flip is closed, press the smart/speakerphone key. If the music player is playing a song, you will see **Music is currently playing. Exit anyway?** Press ▲ or ▼ to scroll to **Yes** and press **OK**.

play music—flip open

To activate your phone's music player **while the flip is open**:

Find it: ⊕ > **Music Player**

Your phone shows the **Music Player** menu:

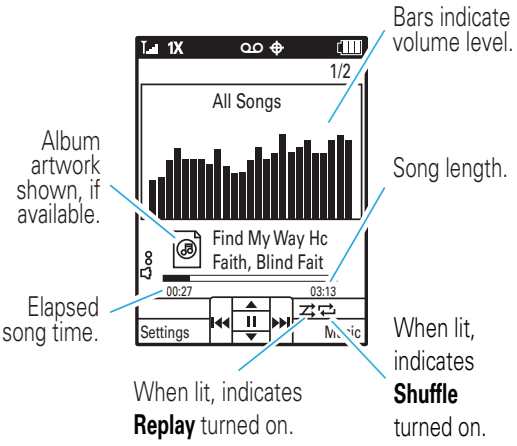


The **Music Player** menu includes:

option	
All Songs	Play a song. **Note:** All songs are listed here. Some songs do not have **Artist**, **Album**, or **Genre** information, so that information is not included.
Playlists	Create or play a playlist.
Artists	Play music by an artist.
Albums	Play music from an album.
Genres	Play music by genre (type of music) such as rock or jazz.

Note: If you can't find artist, album, or genre information for a song in **Artists**, **Albums**, or **Genres**, the information may not be available. All songs, with or without this information, are listed in **All Songs**.

While a song is playing on the music player, your phone's screen will look similar to the following:



During a song, the music player shows the song title, artist, album, and artwork, if available.

Note: **If you receive a call during a song**, the music player pauses the song until the call is over.

Use these keys to control music playback:

controls with flip open	
pause/play	Press ●. **or** Press **Options** and select **Pause** to pause. Press **Resume** to resume play.
fast forward	Press & **hold** ○ **right**.
next song	Press ○ **right**.
rewind	Press & **hold** ○ **left**.
previous song	Within first two seconds of song, press ○ **left**.
restart song	After first two seconds of song, press ○ **left**.
scroll up/down through list	Press ○ up or down.
turn off music player	Press ⏻.

playlists

Personalize your music collection by creating your own playlists.

When you name a playlist:

- The name must be fewer than 32 characters.
- The name cannot include these characters: / \ : * ? < > | " !

Note: Your music player includes a special playlist named **ringtones**. You can't rename this playlist. Songs added to this playlist are not visible in other categories (for example, **Genres**) in the music player. The **ringtones** playlist initially contains ringtones that are preloaded on your phone. You can still edit this playlist, just like any other playlist, to add or remove new ringtones that you purchase.

To create a playlist:

Find it: ○ > **Music Player** > **Playlists**

1. Press **Options** and select **Create Playlist**.
2. Enter a name for the playlist and press **Done**.
3. With the new playlist highlighted on the **Playlists** screen, press **Options**, then select **Add a Song**.Scroll to a desired song and press ●.

   Repeat this step to add more songs.
4. Press BACK when you finish adding songs.

To add a song to a playlist:

Find it: ○ > **Music Player** > **Playlists**

1. Scroll to the playlist and press **Options**.
2. Scroll to **Add a Song** and press ●.
3. Scroll to the song you want to add to the playlist and press ●.

To remove a song from a playlist:

Find it: > Music Player > Playlists

1. Scroll to the playlist and press .
2. Scroll to the song you want to remove from the playlist and press .
3. Scroll to **Remove from Playlist** and press the center key , then scroll to **Yes** and press the center key .

To delete a playlist:

Find it: > Music Player > Playlists

1. Scroll to the playlist and press **Options**.
2. Scroll to **Delete Playlist** and press , then scroll to **Yes** and press .

wake up music player

While the music player is active, your phone may conserve battery power by turning off the external display and touch sensor controls (if the flip is closed) or the inside display and keypad backlights (if the flip is open).

To turn displays and lights back on:

flip closed	Press any touch sensor control.
flip open	Press a number key.

customize music player

Find it: > Music Player

Press **Settings**, then select one of the following options:

options	
Audio Effects	Select **Club**, **Full Bass**, or **Dance**. Select **None** to use the player's default playback settings.
Visual Effects	Select custom visual effects for the music playback screen: **Cylinder**, **Fire**, **Atlantic**, **Rain**, **Cheese**, **Rubasse**, **Emerald**.
Repeat	Replay a song (when you select a single song for play—does not replay a playlist or album).
Shuffle	Play songs in random order.
Help	See help information for the music player. **Note:** This option does not appear while a song is playing.

When you press **Settings** while a song is actively playing, you will see also see **Add to Playlist** and **Background Play**.

music player tips

- If you are navigating music player menus while a song is playing and don't press a key for more than five seconds, the player returns to the current song list screen.
- **Note: Optional accessory required.** Turn off the player before connecting the phone to a computer. If you connect the phone to a computer while the player is turned on, the phone automatically turns off the player.
- **Note: Optional accessory required.** If you use a headset with the phone, music plays through the headset. Music plays through the phone speaker when the headset is disconnected.

accessories

Bluetooth® Wireless Stereo Headphones S9

Vehicle Power Adapter

Bluetooth® Wireless Headset H375

Bluetooth® Wireless Headset H680

Bluetooth® Wireless Headset H12

Travel Charger

http//www.hellomoto.com

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